



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for Filing Period 4/1/2008 to 6/30/2008
Tracking Number 2231

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	8.90	9.40	8.30	8.87
B. Operator Answer Time - Information Section 730.510(a)(1)	8.90	9.40	8.30	8.87
C. Repair Office Answer Time Section 730.510(b)(1)	3.16	5.01	3.16	3.78
D. Business or Customer Service Answer Time Section 730.510(b)(1)	3.16	5.01	3.16	3.78
E. Percent of Service Installations Section 730.540(a)	93.00 %	97.00 %	97.00 %	96.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	1.00% *	1.00% *	1.00% *	1.00% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.58	1.98	2.49	2.35
H. Percent Repeat Trouble Reports Section 730.545(c)	17.20 %	18.70 %	13.90 %	17.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.00 %	6.00 %	6.00 %	6.00 %
J. Missed Repair Appointments Section 730.545(h)	28	22	19	23
K. Missed Installation Appointments Section 730.540(d)	30	43	33	35

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$3,095.00	\$2,157.00	\$2,875.00	\$8,127.00
B. Number of credits issued for repairs - 24-48 hours	92	94	80	266
C. Number of credits issued for repairs - 48-72 hours	51	41	56	148
D. Number of credits issued for repairs - 72-96 hours	46	27	51	124
E. Number of credits issued for repairs - 96-120 hours	29	15	29	73
F. Number of credits issued for repairs > 120 hours	13	14	12	39
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	24	17	13	54
C. Number of installations after 10 business days	12	6	7	25
D. Number of installations after 11 business days	9	5	6	20
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$700.00	\$300.00	\$150.00	\$1,150.00
B. Number of customers receiving credits	14	6	3	23
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	344	397	224	965